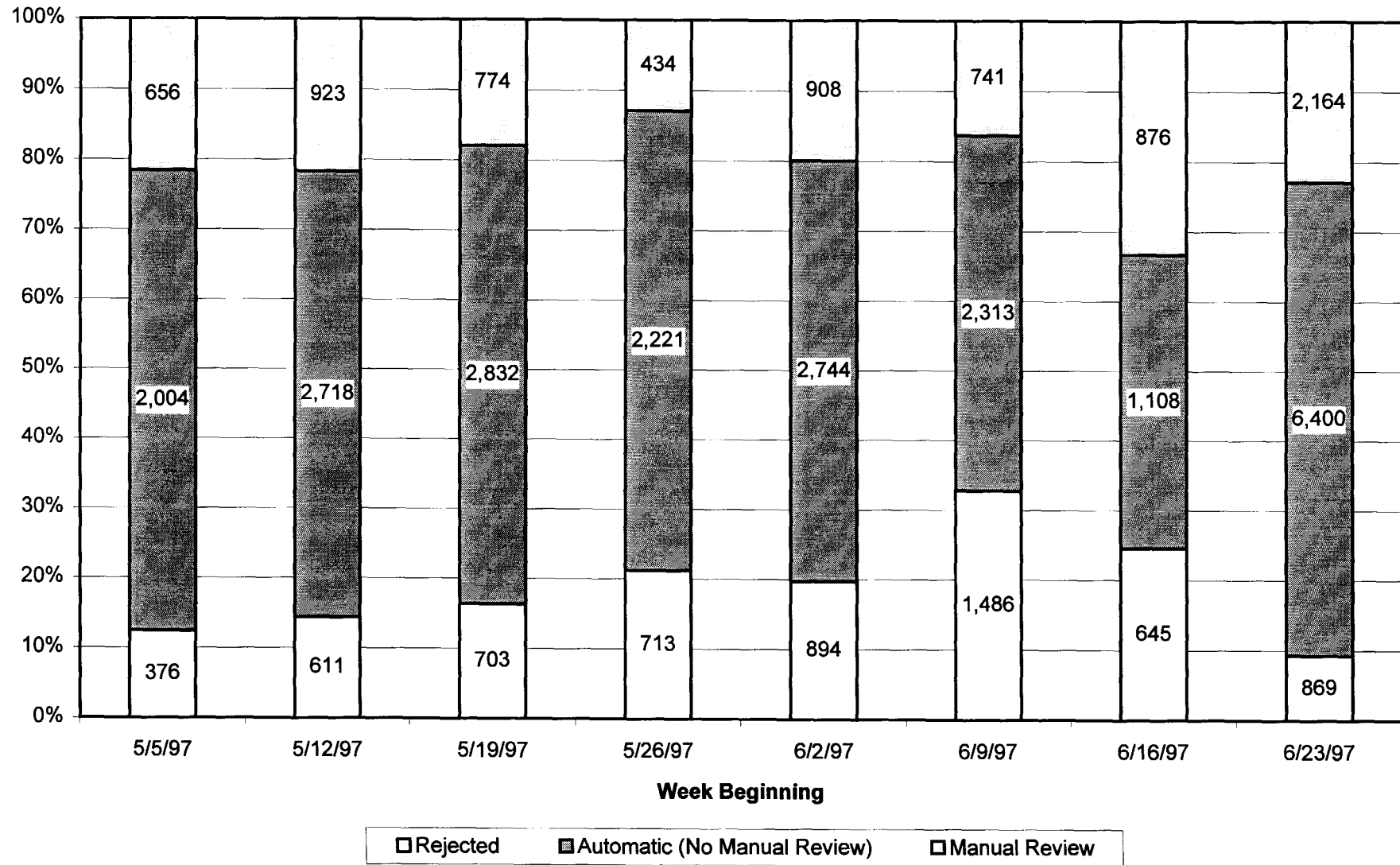
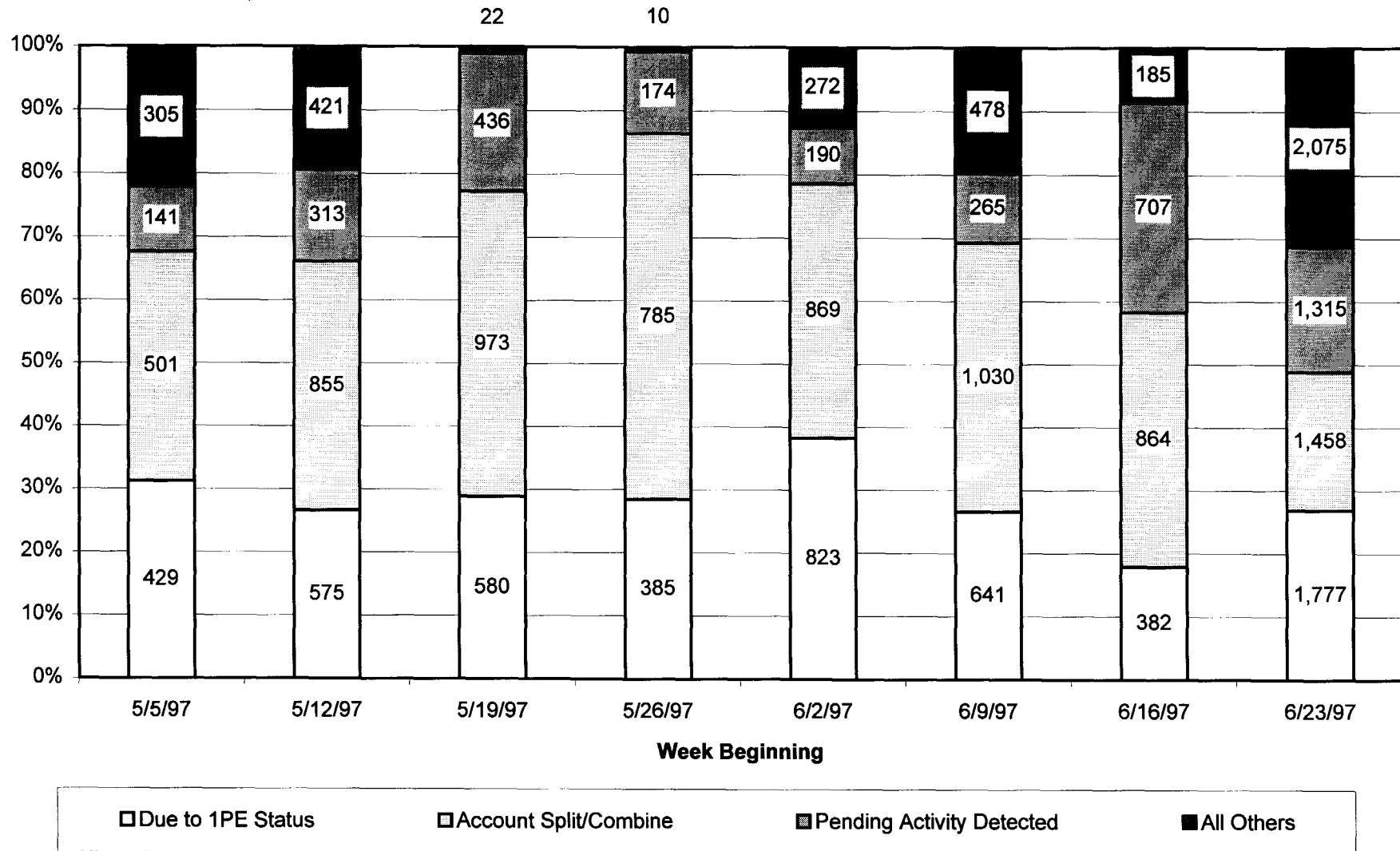


### Electronic Ordering Analysis - Michigan





### Manual Review Analysis - Region

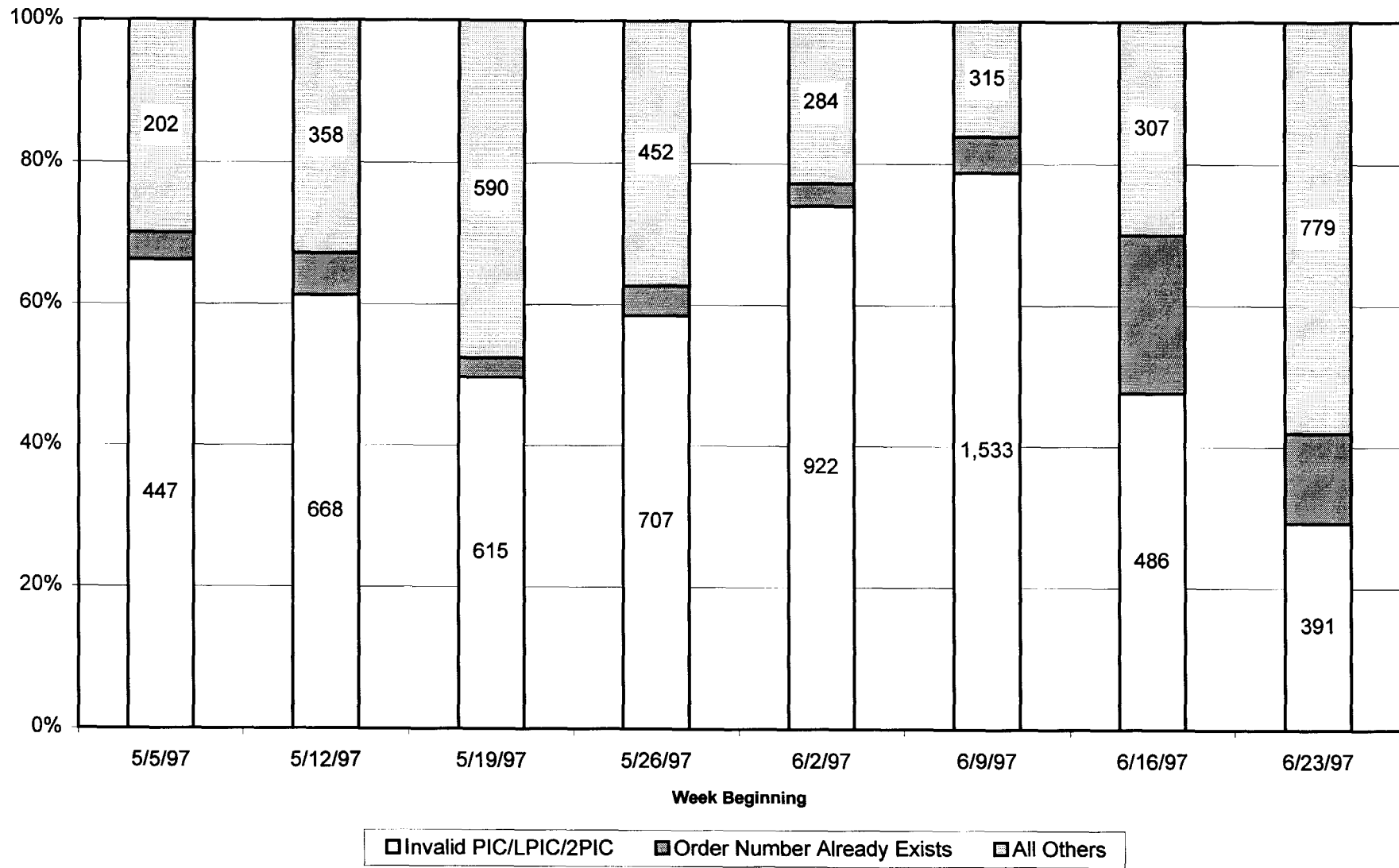


Manual Review Analysis - Region

Week Ending	1PE Status	Percent of Total Manual Review	Not all requested telephone numbers were found in CSR(s) (Account Combine)	Percent of Total Manual Review	Pending activity detected	Percent of Total Manual Review	Phone number found on CSR that was not on incoming request (Account Split)	Percent of Total Manual Review	All others	Percent of Total Manual Review	Total Manual Review	Total Received Electronically
	A	A/F	B	B/F	C	C/F	D	D/F	E	E/F	F	G
5/5/97	429	31%	156	11%	141	10%	345	25%	305	22%	1,376	6,027
5/12/97	575	27%	301	14%	313	14%	554	26%	421	19%	2,164	8,412
5/19/97	580	29%	339	17%	436	22%	634	32%	22	1%	2,011	8,583
5/26/97	385	28%	335	25%	174	13%	450	33%	10	1%	1,354	7,569
6/2/97	823	38%	372	17%	190	9%	497	23%	272	13%	2,154	9,114
6/9/97	641	27%	487	20%	265	11%	543	22%	478	20%	2,414	10,493
6/16/97	382	18%	584	27%	707	33%	280	13%	185	9%	2,138	5,673
6/23/97	1,777	27%	977	15%	1,315	20%	481	7%	2,075	31%	6,625	23,464
<b>TOTAL</b>	5,592	28%	3,551	18%	3,541	17%	3,784	19%	3,768	19%	20,236	79,335



### Reject Processing Analysis - Region



Reject Processing Analysis - Region

Week Beginning	Class of Service	NMP	Order Number Already Exists	Invalid PIC/LPIC/ 2PIC	All others	Total Rejects	Total Received Electronically
	A	B	C	D	E	A+B+C+D+E	F
5/5/97	17	6	26	447	179	675	6,027
5/12/97	29	0	65	668	329	1,091	8,412
5/19/97	17	1	34	615	572	1,239	8,583
5/26/97	3	0	51	707	449	1,210	7,569
6/2/97	2	13	40	922	269	1,246	9,114
6/9/97	0	24	99	1,533	291	1,947	10,493
6/16/97	4	15	229	486	288	1,022	5,673
6/23/97	6	19	171	391	754	1,341	23,464
<b>TOTAL</b>	78	78	715	5,769	3,131	9,771	79,335







James W. Grudus  
Attorney

Room 3250G3  
295 North Maple Avenue  
Basking Ridge, NJ 07920  
908 221-6630

June 18, 1997

**BY FACSIMILIE & OVERNIGHT MAIL**

Katherine Brown, Esq.  
Stuart H. Kupinsky, Esq.  
U.S. Department of Justice  
Antitrust Division  
555 4<sup>th</sup> Street  
Room 8213  
Washington, DC 20001

Dear Katherine and Stuart:

In response to your request, AT&T and Ameritech hereby submit jointly verified OSS data.

If you have any questions, please contact, for Ameritech John Lenahan, Esq., at (312) 750-5367 or for AT&T myself at the number listed above.

Sincerely,

James W. Grudus

A large, stylized handwritten signature of James W. Grudus, written in black ink. The signature is fluid and cursive, with a long, sweeping underline that extends to the left.

JWG:ty

cc: John Lenahan, Esq.

## **Ameritech/AT&T Joint OSS Data Submission**

June 17, 1997

### **General:**

(1) The source of the performance data reflected in the attached charts is the Ameritech Order Status Report as of June 6, 1997 (unless otherwise noted).

(2) The following general definitions shall apply:

Insert Week: shall mean the 6 processing days starting on the Monday dates identified on each chart.

Inserted Orders: shall mean total orders received by Ameritech for the identified insert weeks (including orders processed as well as orders rejected).

Orders Processed: shall mean the total number of orders inserted minus the number of orders rejected.

Orders Completed: shall mean the total number of orders completed during the identified period. These figures do not include orders that were rejected or were pending at the time of the report.

### **Chart 1: AT&T Regionwide Resale Orders**

Chart 1 reflects the total volume of AT&T orders processed by Ameritech from March 31 through May 31 and includes performance detail on the number of orders rejected from MORTEL as well as data on the manner in which the orders were processed (automatic /manual) through MORTEL. The data does NOT reflect end-to-end processing data (or data related to order processing in Ameritech's legacy systems) for any of these dimensions. For instance, the data on manual processing does NOT include data on the orders that fell-out of the legacy systems and required manual intervention. That data is not tracked by Ameritech.

Moreover, since the order volumes reflect EDI transactions only, the data also excludes orders sent to Ameritech via facsimile. The total number of faxed resale orders is separately identified.

### **Chart 2: Manual Review – April and May**

Chart 2 is a Pareto analysis of the "reasons" that manual intervention was required in connection with AT&T's orders during the months of April and May. This chart likewise reflects only data on orders that required manual review at the MORTEL gateway (and not those that required manual review as a result of fall-out from the legacy systems, with the exception of 1P). Of the reasons identified, the "remarks" category is the only category for which the reason for manual intervention can be attributed to the manner in which the CLEC submitted the order. All other reasons identified in this chart reflect the complexity of the process itself.

For the "reasons" identified, the following definitions apply:

- (a) 1P status: Orders that were entered into the Ameritech legacy systems by the gateway but required manual review prior to processing into the legacy systems.
- (b) Account Split/Combine: The Ameritech account structure did not match the account structure on the order received.
- (c) Found RTV1N/RTV2N on Assume as Specified: An intentional manual review to prevent billing fallout.
- (d) Pending activity detected: Either an Ameritech retail order was pending against a line for which a resale order was received, or a previous resale order was between order completion and bill posting when a change order for that account was received.
- (e) For the >2% and < 3%: These include interventions where manual steps were taken to examine the order when the order did not indicate a PIC or LPIC designation on assumption orders, where the account type information on the Customer Service Record screened the order for review purposes and where a system error was detected in processing.
- (f) For the < 2%: These include interventions where Ameritech's automatic processing of the AT&T order was interrupted in order to (a) examine the order because AT&T provided "remarks" (1.5%) on it; (b) where an "error" was encountered in retrieving other pending order activity from within the system (1.7%).

### **Chart 3: Changed Due Dates**

Chart 3 shows the total volume of orders for which AT&T's requested due date was modified by Ameritech. The number of orders with a modified due date is compared to the number of orders that were processed by Ameritech without modifying the due date. Orders that were rejected are NOT included in the order number totals reflected in this chart.

#### **Chart 4: Reasons for Changed Due Dates**

Charts 4 is an analysis of the reasons why due dates were modified by Ameritech. The following "reasons" are tracked and reported:

(a) **Force & Load:** this includes all new service and additional line orders for which Ameritech modified the due date. Orders in this category may or may not actually have required a dispatch. For instance, an order for new service in a pre-wired building would not require a dispatch but may be categorized as modified because of "force and load" considerations. Ameritech cannot identify the number of orders in this category that actually required a dispatch.

(b) **Received Past Due Date:** this includes all orders that were received by Ameritech for processing after the due date requested by AT&T.

(c) **Same Day - After 3:00 p.m.:** this includes all orders that were received by Ameritech after 3:00 p.m. requesting a same day due date.

(d) **Weekend/Holiday:** this includes all orders for which the due date requested by AT&T was on a Saturday, Sunday or an Ameritech-designated Holiday.

(e) **Ameritech Resource Issue:** this includes all orders for which the due date was modified due to service center resource considerations at Ameritech.

#### **Chart 5: 855 Performance**

Chart 5 shows performance data (by percentage of total orders processed) on Ameritech's delivery of 855s using four (4) performance intervals: less than 24 hours; 24-48 hours; 48-96 hours; and greater 96 hours. Chart 4 also reflects total orders inserted on a weekly basis (which includes those processed as well as those rejected). This chart does not reflect any orders for which an 855 had not yet been received by AT&T as of June 6, 1997.

#### **Chart 6: 865 Performance**

Chart 6 shows performance data (by percentage of total orders processed) on Ameritech's 865 performance using four (4) performance intervals: less than 24 hours; 24-48 hours; 48-96 hours; and greater 96 hours.

#### **Chart 7: Assessment of Ameritech's Due Date Commitment for Pending Orders**

Chart 7 is an assessment of orders that were pending as of June 6, including orders not yet due, orders due that day and orders past due.

# AT&T Regionwide Resale Orders

45,851 Orders Inserted and Processed

5,527 Rejected (2,985 Manual and 2,541 Automatic)

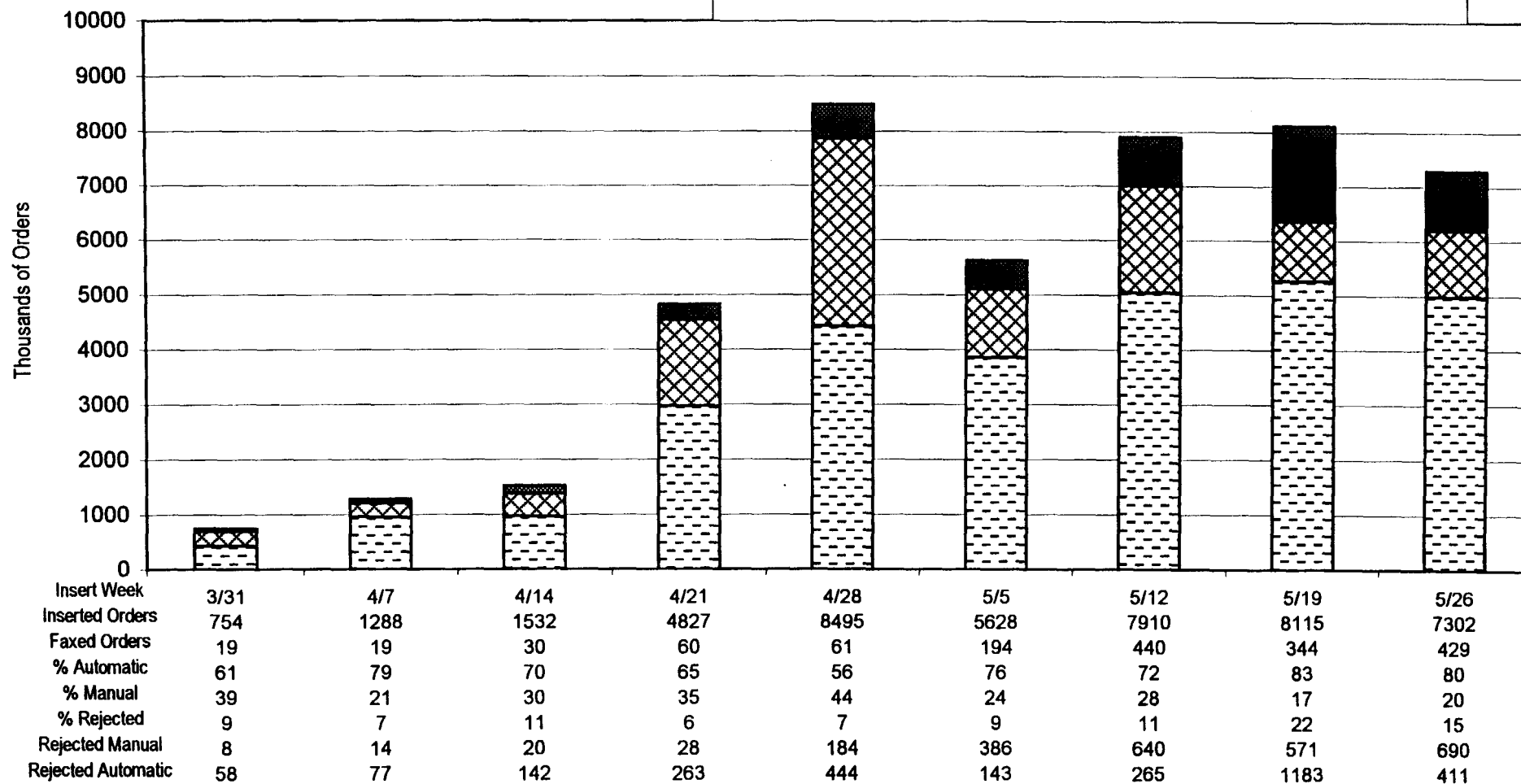
11,499 Manual (MORTEL) Gateway

51,378 Automatic (MORTEL) Gateway

□ Auto

▣ Manual

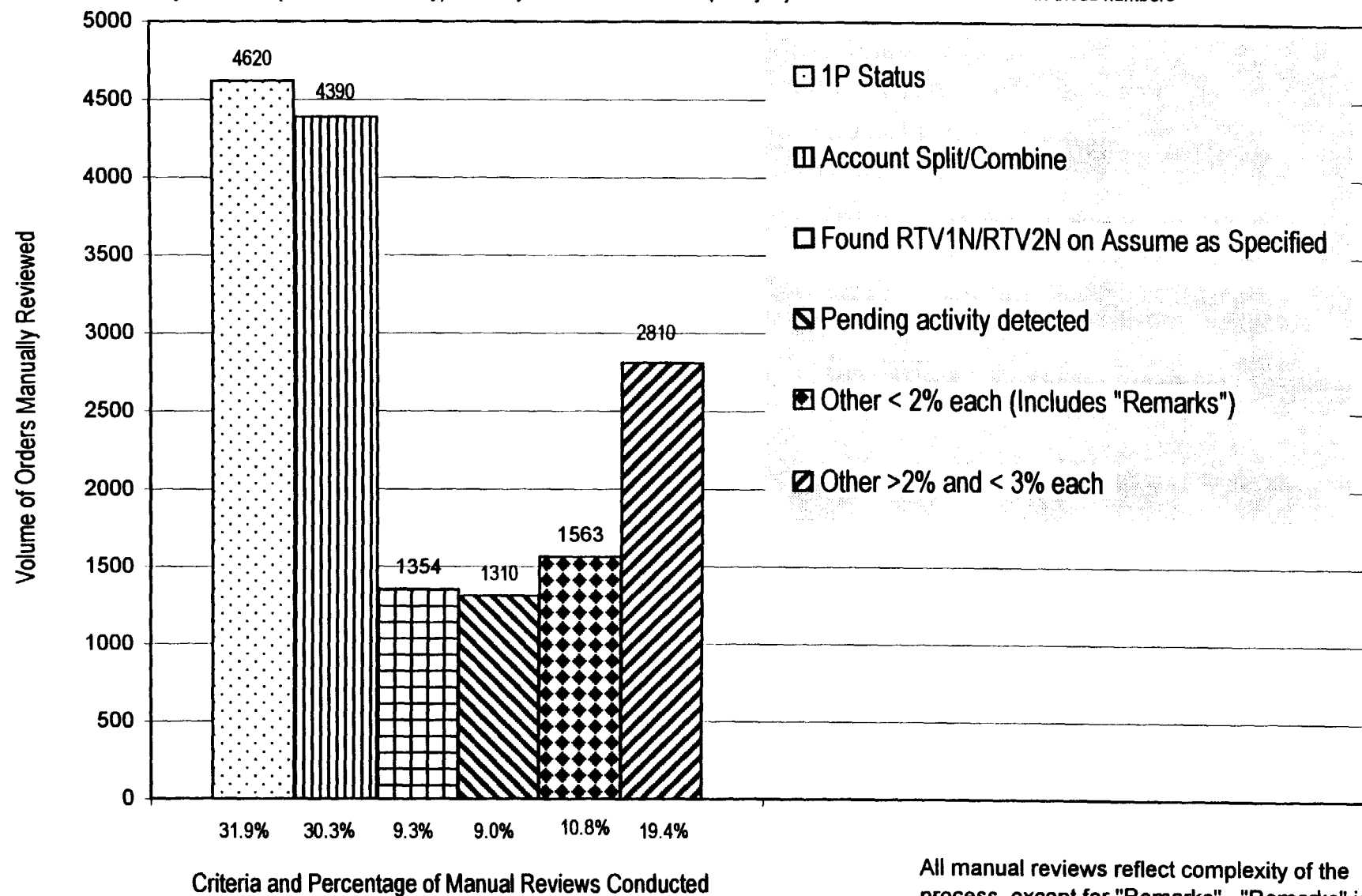
■ Reject



# Manual Review -- April and May

45,851 AT&T Orders Processed in this period

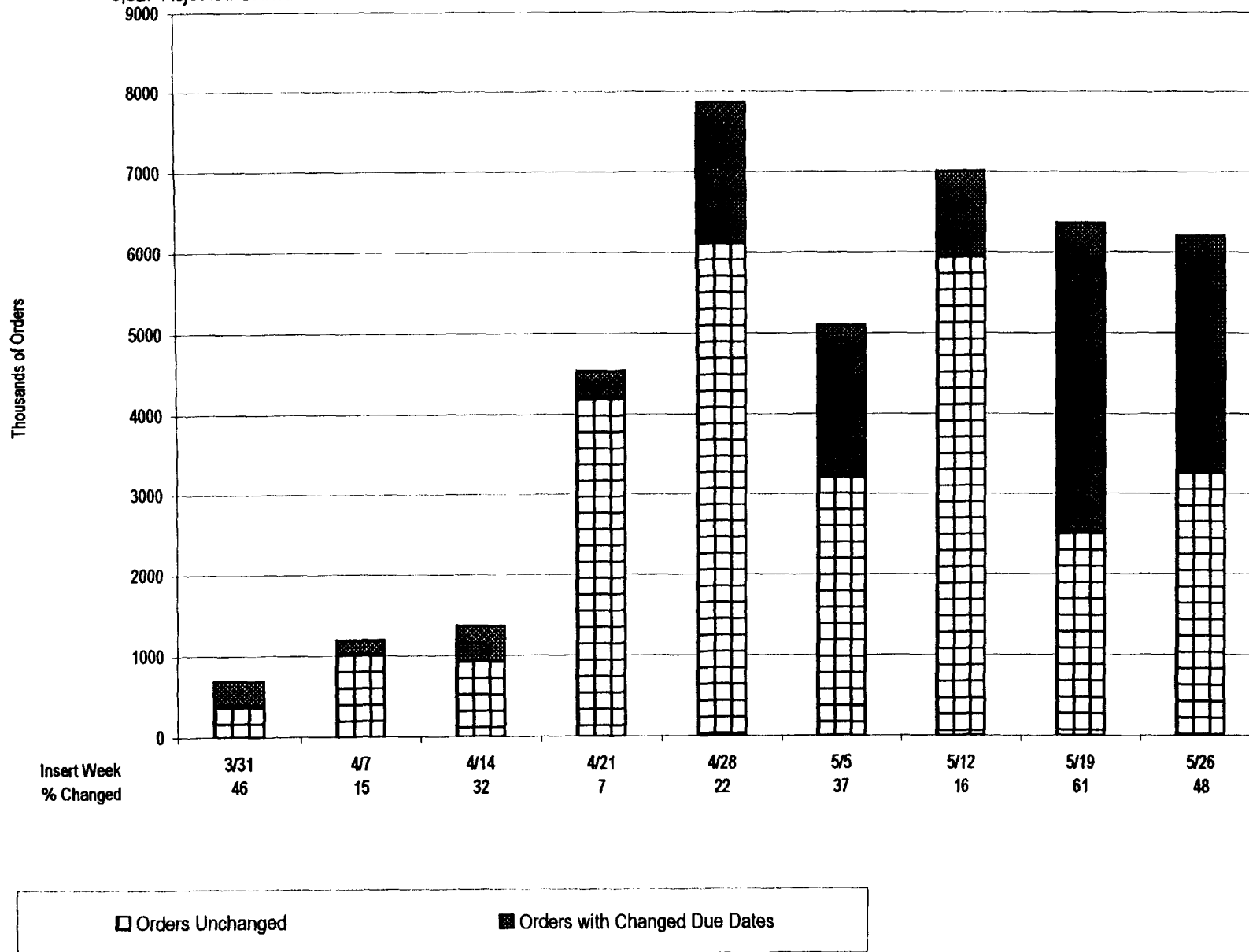
11,499 Manually Reviewed (MORTEL Gateway) Manually Reviewed and subsequently rejected orders are not included in these numbers



All manual reviews reflect complexity of the process, except for "Remarks". "Remarks" is the only reason for manual review over which the CLECs exercise control.

# Changed Due Dates

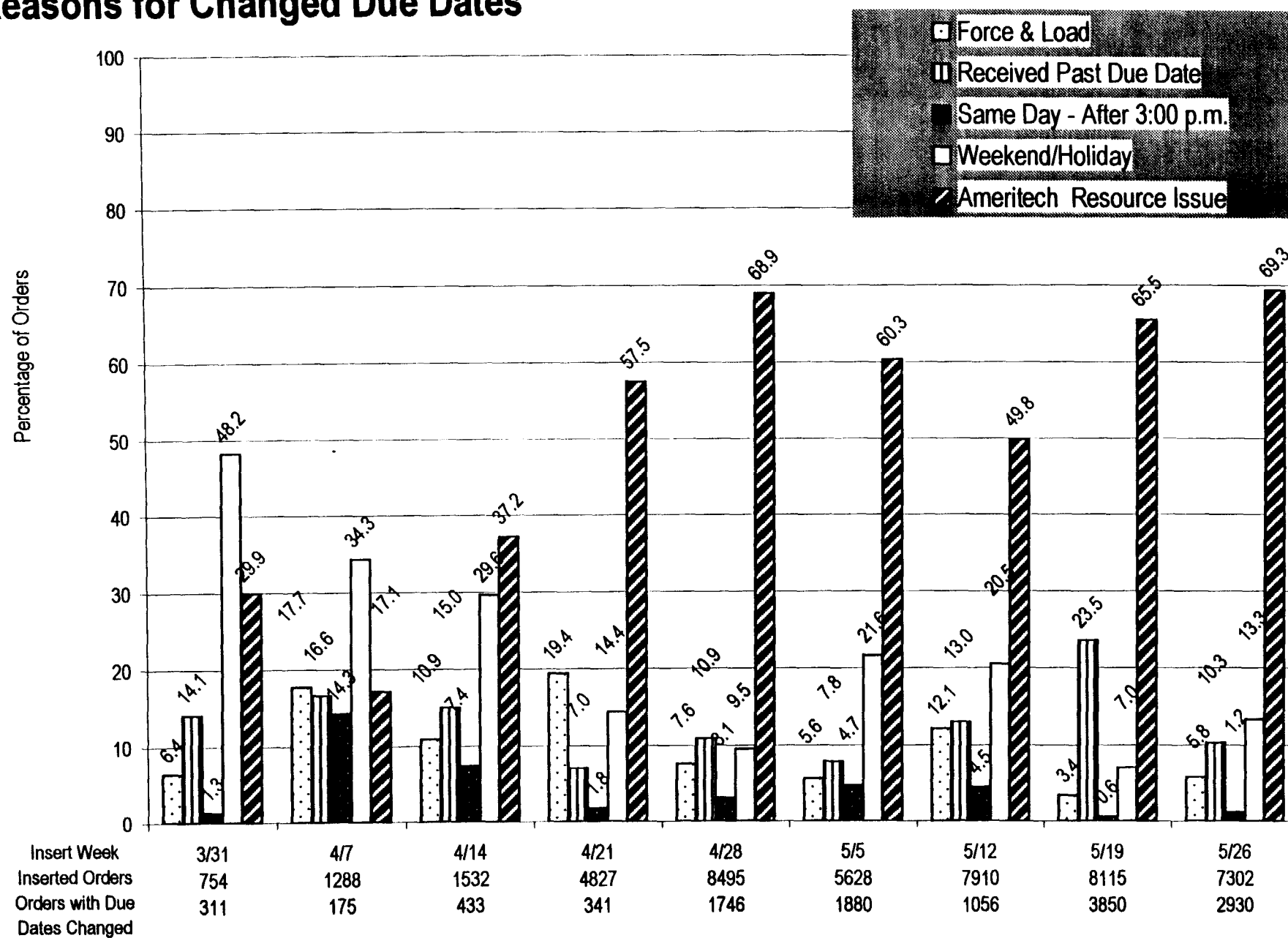
45,851 AT&T Regionwide Orders, less  
5,527 Rejected Orders



6/18/97 TMC

Confidential Information. Property of AT&T and Ameritech

# Reasons for Changed Due Dates

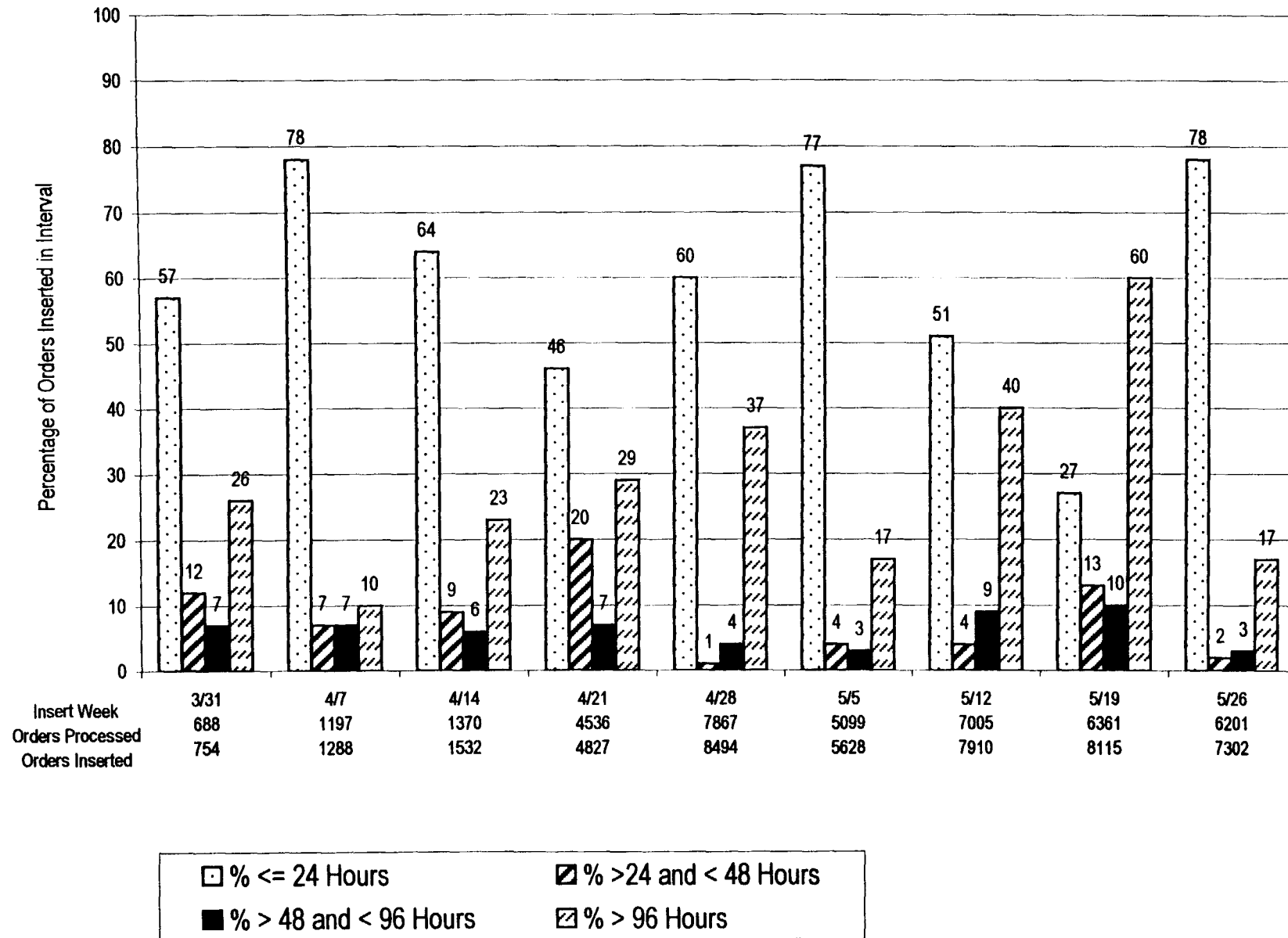




# 855 Performance

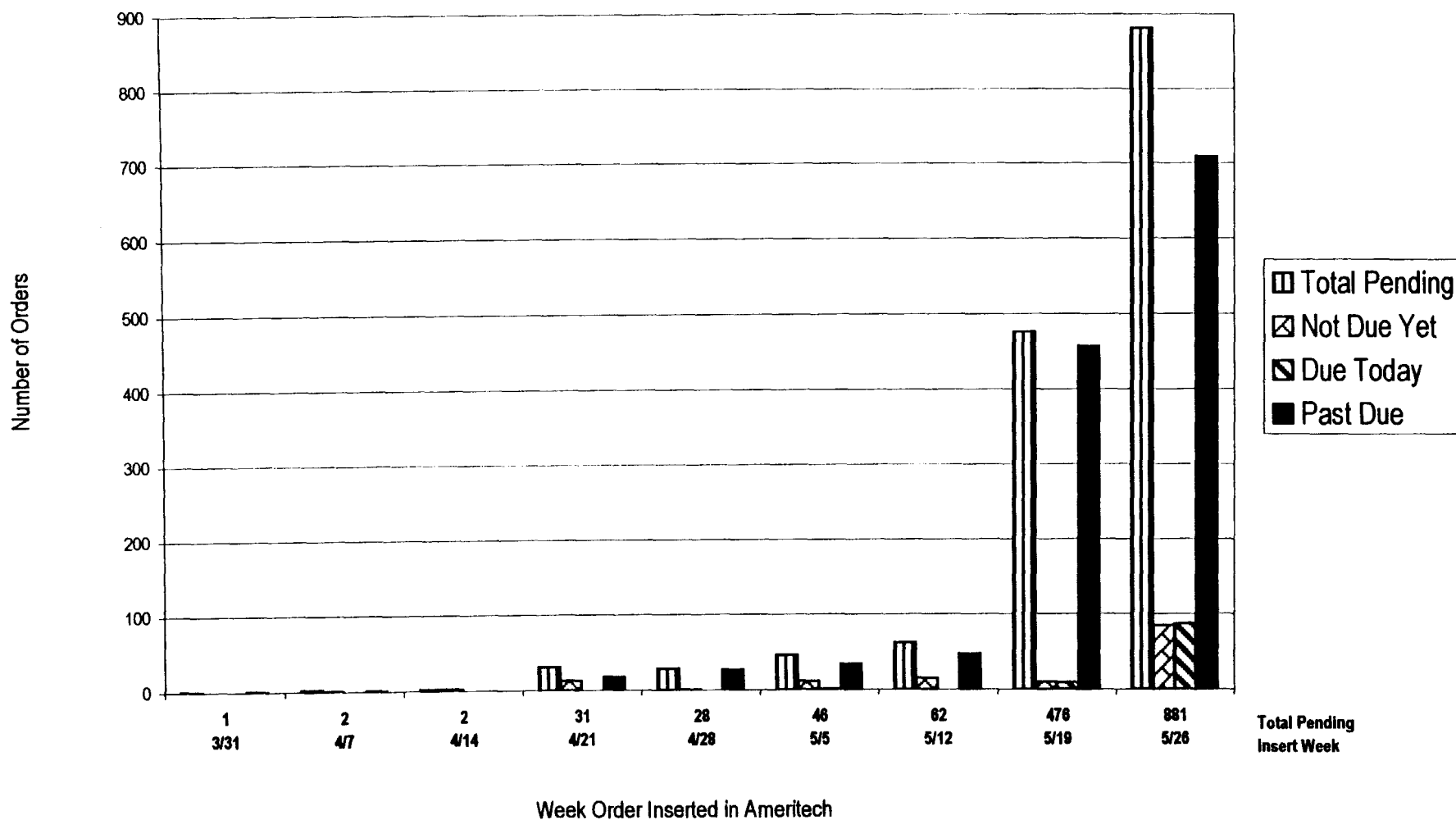
45,851 AT&amp;T Regionwide Orders Processed

47,289 855s Sent



## Illinois & Michigan: Assessment of Ameritech's Due Date Commitment for Pending Orders

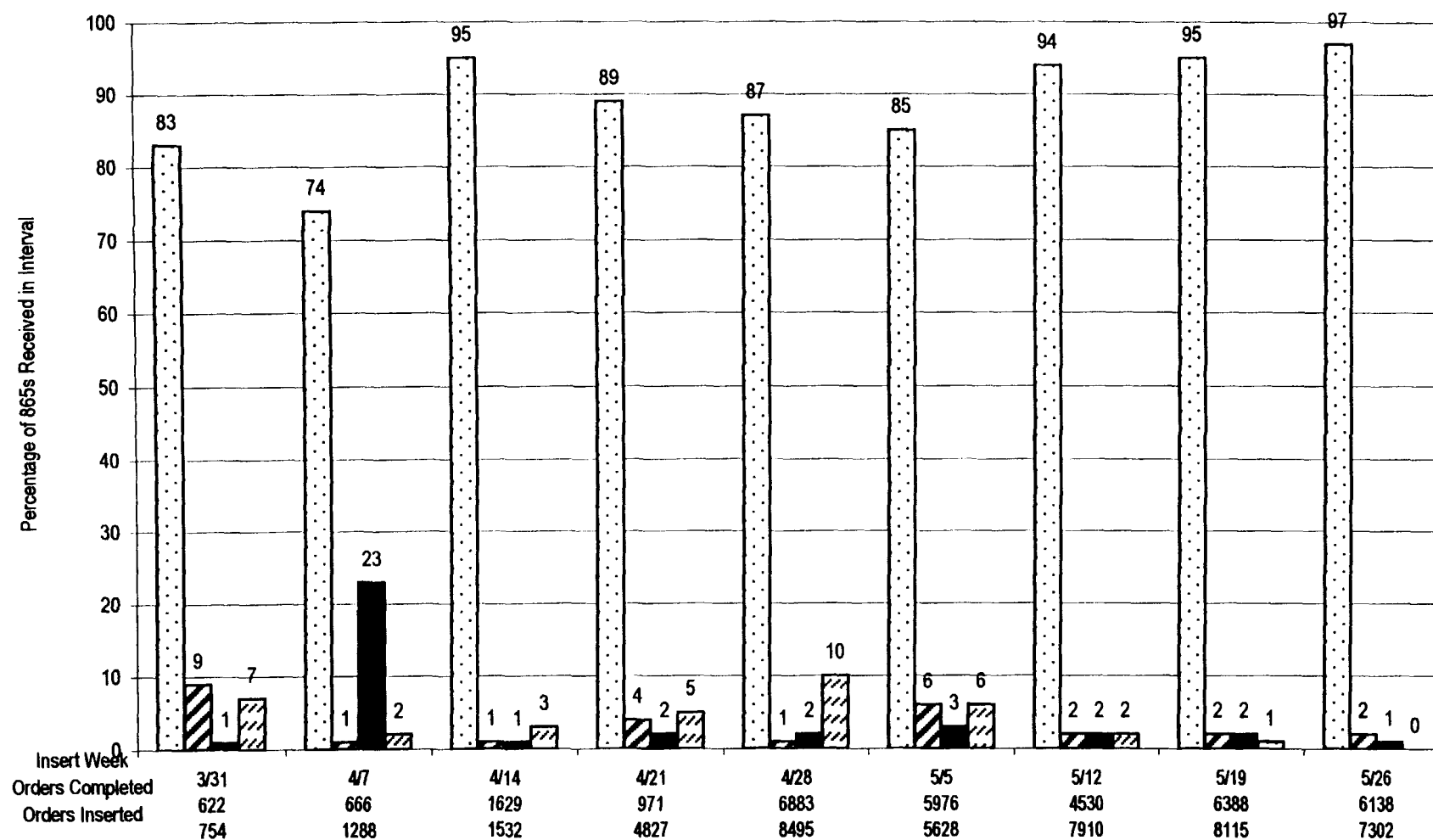
Source: Ameritech Order Status Report 6/6/97



# 865 Performance

45,851 AT&amp;T Regionwide Orders Inserted

33,803 Orders Completed



□ % ≤ 24 Hours

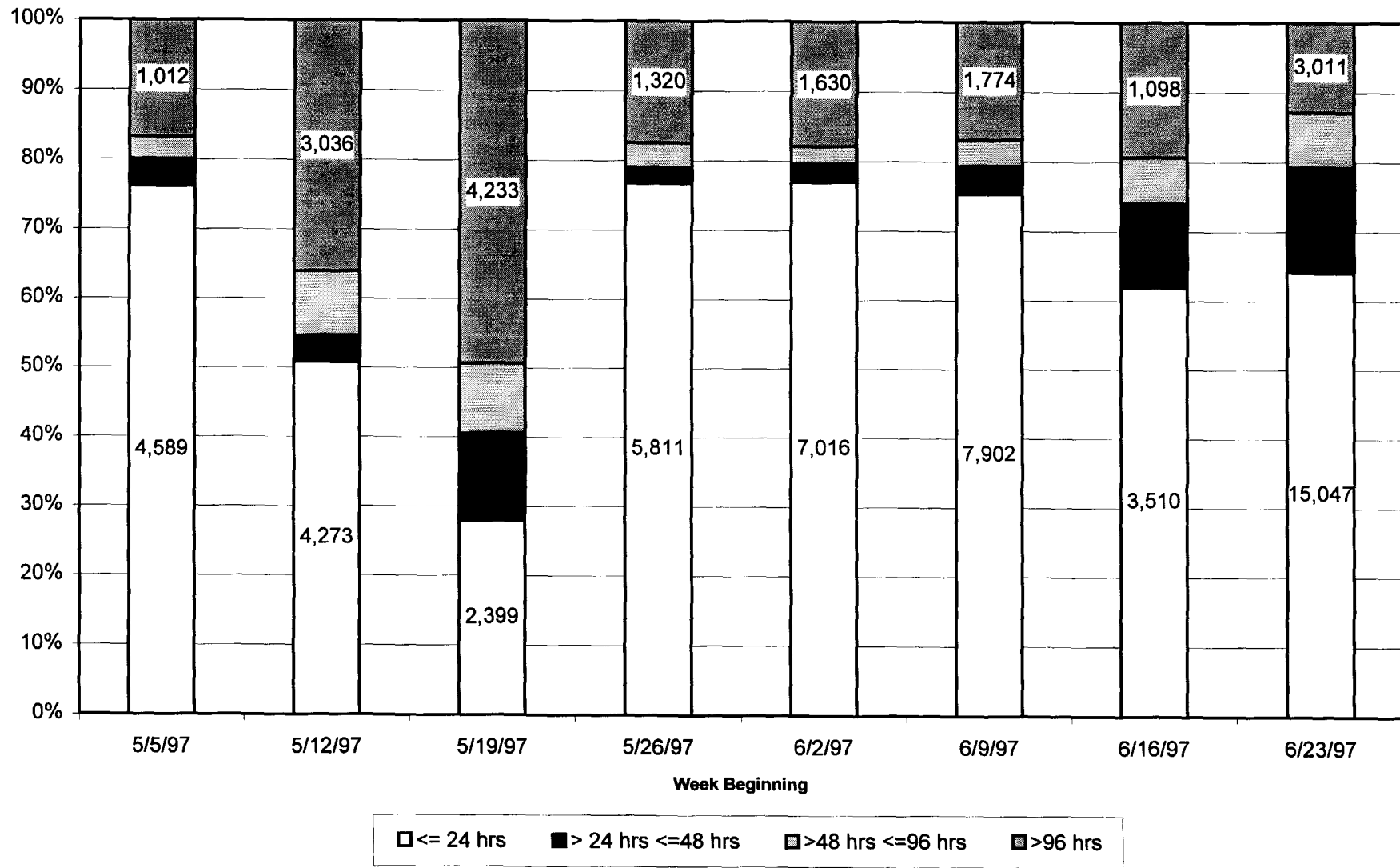
▨ % &gt; 24 Hours &lt; 48 Hours

■ % &gt; 48 Hours &lt; 96 Hours

▩ % &gt; 96 Hours



# 855 Analysis - Region

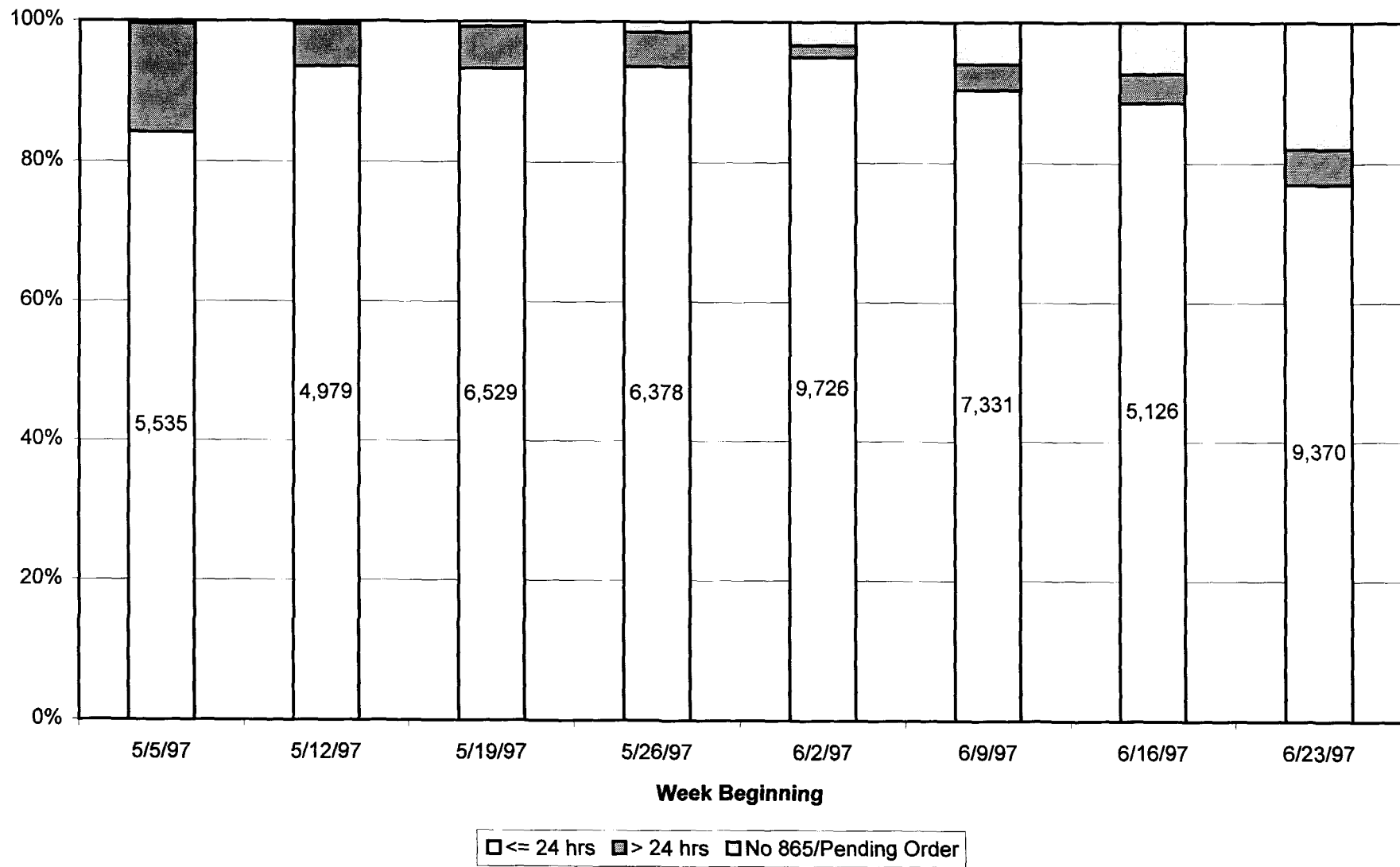


855 Analysis - Region

Week Beginning	Electronically Received	Percentage		Total 855 Orders Confirmed	Percentage Total	Percentage		>24hrs <=48hrs	Percentage Total	>48 hrs <=96hrs	Percentage Total	Percentage	
	A	No 855	Total	C	C/A	<=24 hrs	Total	E	E/A	F	F/A	> 96 hrs	Total
		B	B/A			D	D/A					G	G/A
5/5/97	6,027	53	1%	5,974	99%	4,589	76%	235	4%	191	3%	959	16%
5/12/97	8,412	94	1%	8,318	99%	4,273	51%	322	4%	781	9%	2,942	35%
5/19/97	8,583	170	2%	8,413	98%	2,399	28%	1,084	13%	867	10%	4,063	47%
5/26/97	7,569	119	2%	7,450	98%	5,811	77%	171	2%	267	4%	1,201	16%
6/2/97	9,114	104	1%	9,010	99%	7,016	77%	240	3%	228	3%	1,526	17%
6/9/97	10,493	240	2%	10,253	98%	7,902	75%	426	4%	391	4%	1,534	15%
6/16/97	5,673	227	4%	5,446	96%	3,510	62%	690	12%	375	7%	871	15%
6/23/97	23,464	1,459	6%	22,008	94%	15,047	64%	3,554	15%	1,855	8%	1,552	7%
<b>Total</b>	<b>79,335</b>	<b>2,466</b>	<b>3%</b>	<b>76,872</b>	<b>97%</b>	<b>50,547</b>	<b>64%</b>	<b>6,722</b>	<b>8%</b>	<b>4,955</b>	<b>6%</b>	<b>14,648</b>	<b>18%</b>



# 865 Analysis - Region





865 Analysis - Region

Week Beginning	No 865/ Pending Order	Total Orders Completed (865)	<24 hrs	Percent of Completed	>24hrs <=48hrs	Percent of Completed	>48 hrs <=96hrs	Percent of Completed	> 96 hrs	Percent of Completed
	B	C	D	D/C	E	E/C	F	F/C	G	G/C
5/5/97	28	6,549	5,535	85%	386	6%	209	3%	419	6%
5/12/97	26	5,296	4,979	94%	106	2%	94	2%	117	2%
5/19/97	52	6,945	6,529	94%	202	3%	123	2%	91	1%
5/26/97	102	6,713	6,378	95%	114	2%	84	1%	137	2%
6/2/97	338	9,904	9,726	98%	41	0%	79	1%	58	1%
6/9/97	486	7,628	7,331	96%	147	2%	62	1%	88	1%
6/16/97	423	5,365	5,126	96%	153	3%	45	1%	41	1%
6/23/97	2,194	9,984	9,370	94%	563	6%	47	0%	4	0%
<b>Total</b>	3,649	58,384	54,974	94%	1,712	3%	743	1%	955	2%